

What is claimed is:

1. A telecommunications method that routes an originating call to an appropriate telecommunications relay service center within a local communications network interconnecting a plurality of service switching points, the originating call being in response to a calling party inputting a universal telephone number into a first communications device connected to a first service switching point, the first communications device having at least one identifier, the method comprising:

ascertaining a toll free telephone number based upon the at least one identifier in response to the input universal telephone number, the toll free telephone number corresponding to the appropriate telecommunications relay service center, the at least one identifier comprises at least one of an automatic number identification (ANI) and a charge number (CN);

establishing a communications connection between the first communications device and the telecommunications relay service center based upon the ascertained toll free telephone number;

providing the at least one identifier to the telecommunications relay service center; and

receiving the at least one identifier enabling the telecommunications relay service center to identify the first communications device.

2. The telecommunications method in accordance with claim 1, further comprising:

determining whether the at least one identifier has been previously received at the telecommunications relay service center;

when the at least one identifier has not been previously received then

creating a profile of a user of the first communication device; and

storing the profile of the user for the use of the Telecommunications relay service center;

when the at least one identifier has been previously received then associating the at least one identifier with a previously created profile of the user; and updating the previously created profile of the user with information received from the first calling device.

3. The telecommunications method of claim 1, further comprising:
determining from the at least one identifier a state corresponding to a location of the first communication device.
4. The telecommunications method of claim 3, further comprising:
finding a toll free telephone number corresponding to the telecommunications relay service center for the state corresponding to the location of the first communications device.
5. The telecommunications method of claim 1, wherein the telecommunication relay service centers are equipped with memory and graphical displays or user interfaces that display identifying information.
6. The telecommunications method of claim 5, further comprising counting the number of times each calling number has called the telecommunications relay service center.

7. The telecommunications method of claim 5, wherein the identifying information comprises the location of the calling party, and the phone number associated with the first communications device.

8. The telecommunications method of claim 6, wherein the information that is graphically displayed and stored in memory is used to offer special services, for planning and billing purposes.

9. A telecommunications system that routes an originating call to a telecommunications relay service center, the originating call being placed by dialing a universal telephone number, the telecommunications system comprising:

at least one service switching point connected to a plurality of communications devices, each communications device being associated with an identifier, one of the communications devices dialing the universal telephone number, the identifier comprising either a charge number or an automatic number identification;

a service control point that communicates with the at least one service switching point, the service control point translating the dialed universal telephone number into a toll free telephone number corresponding to a telecommunications relay service center, the service control point receiving the identifier from the at least one service switching point;

wherein the at least one service switching point connects the dialing communications device to the telecommunications relay service center using the toll free telephone number, the at least one service switching point also forwarding the identifier to the telecommunications relay service center.

10. The telecommunications system of claim 9, wherein the service control point determines an originating state from the at least one identifier; determines a toll free telephone number corresponding to the telecommunications relay service center for the originating state.

11. The telecommunications system of claim 9, further comprising at least one feature group D trunk connecting the at least one service switching point to the telecommunications relay service center.

12. The telecommunications system of claim 11, in which the at least one feature group D trunk comprises a multi frequency feature group D trunk, and the identifier is automatic number identification (ANI).

13. The telecommunications system of claim 11, in which the at least one feature group D trunk operates with a Signaling System 7 network and the identifier is the charge number.

14. A computer readable medium storing a computer program that determines a telephone number for a telecommunications relay service center based upon a calling party's location by:

receiving data at a service control point from a service switching point corresponding to a calling party's location, the data comprising at least one of a charge number and an automatic number identification;

determining an originating location for the calling party based on the received data; and

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determining a toll free telephone number for the telecommunications relay service center corresponding to the originating location of the calling party.